

UPS Air Cargo
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December 1, 2014

Dear Valued Customer,

We are contacting you to advise of an upcoming change to our UPS Air Cargo Priority Service product. Our UPS Air Cargo Priority Service presently offers a 100% money back guarantee for U.S. origin shipments. After a thorough analysis and review of industry standards, we are aligning with market and money back guarantee practices.

Effective January 1, 2015, our UPS Air Cargo Priority Service money back guarantee will change from a refund of 100% to a refund that equates to 50% of the shipper's UPS Air Cargo Priority Service charges.

We are in the process of updating the UPS Air Cargo website, but this letter will serve as our customer communication regarding this change in policy.

UPS Air Cargo remains committed to providing excellent service. This change will not affect boarding priority or diminish the integrity of our proven service that you, as our valued customers, have come to expect.

Please feel free to contact your Account Manager with any questions or concerns regarding this communication.

Thank you for continued support of UPS Air Cargo.